

Enterprise Incident Report March 2012

As of 4/2/2012

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Community and Culture	Application Services	Bart Purser	1 0	0 0	1 0
		Dustin Crump	2 0	0 0	2 0
		Tony Larsen	2 0	0 0	2 0
		Assigned to Individual Total	5 0	0 0	5 0
	Campus Networking	Charmaine Malan	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Help Desk	Brenda Treadway	3 3	0 0	3 3
		Vicky Marrelli	1 0	0 0	1 0
		Assigned to Individual Total	4 3	0 0	4 3
	Metro A Desktop Support	Adam Staks	1 0	0 0	1 0
		Burton Brown	6 0	0 0	6 0

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Community and Culture

			Low	Medium	FCR Total
Community and Culture	Metro A Desktop Support	Edward Fortner	4 0	0 0	4 0
		Kraig Ellis	11 0	0 0	11 0
		Mike Wilde	9 1	0 0	9 1
		Robert Wall	2 0	0 0	2 0
		Tracy VanderVaart	1 0	0 0	1 0
		Assigned to Individual Total	34 1	0 0	34 1
	Metro A Help Desk	Cindy Schroeder	23 14	0 0	23 14
		Ed Conrad	22 20	0 0	22 20
		Liz Evans	12 8	0 0	12 8
		Assigned to Individual Total	57 42	0 0	57 42
	Metro A Hosting	Keith Scholl	2 0	0 0	2 0
		Thomas P Jones	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Metro B Desktop Support	Anthony Booyse	2 0	0 0	2 0

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Community and Culture

			Low	Medium	FCR Total
Community and Culture	Metro B Desktop Support	Jay Locker	1 0	0 0	1 0
		Ken Bolkcom	1 0	0 0	1 0
		Matthew Blunk	2 1	0 0	2 1
		Michael Barth	2 1	0 0	2 1
		Tyler Pearce	2 0	0 0	2 0
		Wayne Higgs	1 0	0 0	1 0
		Assigned to Individual Total	11 2	0 0	11 2
	Metro B Help Desk	Janet Hongsyvilay	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Network Operations	Brian Chatwin	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Operations Production Control	Christie Burnham	14 14	0 0	14 14
		Assigned to Individual Total	14 14	0 0	14 14
	Rural Central Desktop Support	Jeremy Standifird	1 0	0 0	1 0

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Community and Culture

			Low	Medium	FCR Total
Community and Culture	Rural Central Desktop Support	Assigned to Individual Total	1 0	0 0	1 0
	Rural North Desktop Support	Neil Smedley	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Rural South Desktop Support	Ryan Bennett	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Kelly Johnson	1 0	0 0	1 0
		Romanza Hamblin Sorensen	8 4	1 0	9 4
		Assigned to Individual Total	9 4	1 0	10 4
	Assigned Group Total		145 67	1 0	146 67
Customer Company Total			145 67	1 0	146 67

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Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Community and Culture	Application Services	Bart Purser	1 0	0 0	1 0
		Dustin Crump	2 0	0 0	2 0
		Tony Larsen	2 0	0 0	2 0
		Assigned to Individual Total	5 0	0 0	5 0
	Campus Networking	Charmaine Malan	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Help Desk	Brenda Treadway	3 0	0 0	3 0
		Vicky Marrelli	1 0	0 0	1 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro A Desktop Support	Adam Staks	1 0	0 0	1 0
		Burton Brown	6 0	0 0	6 0

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Community and Culture

			Low	Medium	MIR Total
Community and Culture	Metro A Desktop Support	Edward Fortner	4 0	0 0	4 0
		Kraig Ellis	11 0	0 0	11 0
		Mike Wilde	9 0	0 0	9 0
		Robert Wall	2 0	0 0	2 0
		Tracy VanderVaart	1 0	0 0	1 0
		Assigned to Individual Total	34 0	0 0	34 0
	Metro A Help Desk	Cindy Schroeder	23 0	0 0	23 0
		Ed Conrad	22 0	0 0	22 0
		Liz Evans	12 0	0 0	12 0
		Assigned to Individual Total	57 0	0 0	57 0
	Metro A Hosting	Keith Scholl	2 0	0 0	2 0
		Thomas P Jones	1 1	0 0	1 1
		Assigned to Individual Total	3 1	0 0	3 1
	Metro B Desktop Support	Anthony Booyse	2 0	0 0	2 0

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Community and Culture

			Low	Medium	MIR Total
Community and Culture	Metro B Desktop Support	Jay Locker	1 0	0 0	1 0
		Ken Bolkcom	1 0	0 0	1 0
		Matthew Blunk	2 0	0 0	2 0
		Michael Barth	2 0	0 0	2 0
		Tyler Pearce	2 0	0 0	2 0
		Wayne Higgs	1 0	0 0	1 0
		Assigned to Individual Total	11 0	0 0	11 0
	Metro B Help Desk	Janet Hongsyvilay	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Network Operations	Brian Chatwin	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Operations Production Control	Christie Burnham	14 0	0 0	14 0
		Assigned to Individual Total	14 0	0 0	14 0
	Rural Central Desktop Support	Jeremy Standifird	1 0	0 0	1 0

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Community and Culture

			Low	Medium	MIR Total
Community and Culture	Rural Central Desktop Support	Assigned to Individual Total	1 0	0 0	1 0
	Rural North Desktop Support	Neil Smedley	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Rural South Desktop Support	Ryan Bennett	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Kelly Johnson	1 0	0 0	1 0
		Romanza Hamblin Sorensen	8 0	1 0	9 0
		Assigned to Individual Total	9 0	1 0	10 0
	Assigned Group Total		145 1	1 0	146 1
Customer Company Total			145 1	1 0	146 1

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Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Community and Culture	Application Services	Bart Purser	1 0.28	0 0.00	1 0.28
		Dustin Crump	2 0.28	0 0.00	2 0.28
		Tony Larsen	2 0.66	0 0.00	2 0.66
		Assigned to Individual Total	5 0.43	0 0.00	5 0.43
	Campus Networking	Charmaine Malan	2 0.31	0 0.00	2 0.31
		Assigned to Individual Total	2 0.31	0 0.00	2 0.31
	Help Desk	Brenda Treadway	3 0.08	0 0.00	3 0.08
		Vicky Marrelli	1 0.21	0 0.00	1 0.21
		Assigned to Individual Total	4 0.11	0 0.00	4 0.11
	Metro A Desktop Support	Adam Staks	1 0.63	0 0.00	1 0.63
		Burton Brown	6 0.24	0 0.00	6 0.24

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Community and Culture

			Low	Medium	ATTIR Total
Community and Culture	Metro A Desktop Support	Edward Fortner	4 0.18	0 0.00	4 0.18
		Kraig Ellis	11 0.09	0 0.00	11 0.09
		Mike Wilde	9 0.16	0 0.00	9 0.16
		Robert Wall	2 0.11	0 0.00	2 0.11
		Tracy VanderVaart	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	34 0.16	0 0.00	34 0.16
	Metro A Help Desk	Cindy Schroeder	23 0.07	0 0.00	23 0.07
		Ed Conrad	22 0.01	0 0.00	22 0.01
		Liz Evans	12 0.01	0 0.00	12 0.01
		Assigned to Individual Total	57 0.03	0 0.00	57 0.03
	Metro A Hosting	Keith Scholl	2 0.11	0 0.00	2 0.11
		Thomas P Jones	1 9.46	0 0.00	1 9.46
		Assigned to Individual Total	3 3.22	0 0.00	3 3.22
	Metro B Desktop Support	Anthony Booyse	2 0.10	0 0.00	2 0.10

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Community and Culture

			Low	Medium	ATTIR Total
Community and Culture	Metro B Desktop Support	Jay Locker	1 0.20	0 0.00	1 0.20
		Ken Bolkcom	1 0.68	0 0.00	1 0.68
		Matthew Blunk	2 0.11	0 0.00	2 0.11
		Michael Barth	2 0.00	0 0.00	2 0.00
		Tyler Pearce	2 0.08	0 0.00	2 0.08
		Wayne Higgs	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	11 0.13	0 0.00	11 0.13
	Metro B Help Desk	Janet Hongsyvilay	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Network Operations	Brian Chatwin	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Operations Production Control	Christie Burnham	14 0.00	0 0.00	14 0.00
		Assigned to Individual Total	14 0.00	0 0.00	14 0.00
	Rural Central Desktop Support	Jeremy Standifird	1 0.00	0 0.00	1 0.00

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Community and Culture

			Low	Medium	ATTIR Total
Community and Culture	Rural Central Desktop Support	Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Rural North Desktop Support	Neil Smedley	2 0.25	0 0.00	2 0.25
		Assigned to Individual Total	2 0.25	0 0.00	2 0.25
	Rural South Desktop Support	Ryan Bennett	1 0.12	0 0.00	1 0.12
		Assigned to Individual Total	1 0.12	0 0.00	1 0.12
	Voice Operations	Kelly Johnson	1 0.23	0 0.00	1 0.23
		Romanza Hamblin Sorensen	8 0.18	1 0.19	9 0.18
		Assigned to Individual Total	9 0.19	1 0.19	10 0.19
	Assigned Group Total		145 0.17	1 0.19	146 0.17
	Customer Company Total			145 0.17	1 0.19

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Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Community and Culture	Application Services	Bart Purser	1 0	0 0	1 0
		Dustin Crump	2 0	0 0	2 0
		Tony Larsen	2 0	0 0	2 0
		Assigned to Individual Total	5 0	0 0	5 0
	Campus Networking	Charmaine Malan	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Help Desk	Brenda Treadway	3 0	0 0	3 0
		Vicky Marrelli	1 0	0 0	1 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro A Desktop Support	Adam Staks	1 0	0 0	1 0
		Burton Brown	6 0	0 0	6 0

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Community and Culture

			Low	Medium	MR Total
Community and Culture	Metro A Desktop Support	Edward Fortner	4 0	0 0	4 0
		Kraig Ellis	11 0	0 0	11 0
		Mike Wilde	9 0	0 0	9 0
		Robert Wall	2 0	0 0	2 0
		Tracy VanderVaart	1 0	0 0	1 0
		Assigned to Individual Total	34 0	0 0	34 0
	Metro A Help Desk	Cindy Schroeder	23 0	0 0	23 0
		Ed Conrad	22 0	0 0	22 0
		Liz Evans	12 0	0 0	12 0
		Assigned to Individual Total	57 0	0 0	57 0
	Metro A Hosting	Keith Scholl	2 1	0 0	2 1
		Thomas P Jones	1 1	0 0	1 1
		Assigned to Individual Total	3 2	0 0	3 2
	Metro B Desktop Support	Anthony Booyse	2 0	0 0	2 0

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Community and Culture

			Low	Medium	MR Total
Community and Culture	Metro B Desktop Support	Jay Locker	1 0	0 0	1 0
		Ken Bolkcom	1 0	0 0	1 0
		Matthew Blunk	2 0	0 0	2 0
		Michael Barth	2 0	0 0	2 0
		Tyler Pearce	2 0	0 0	2 0
		Wayne Higgs	1 0	0 0	1 0
		Assigned to Individual Total	11 0	0 0	11 0
	Metro B Help Desk	Janet Hongsyvilay	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Network Operations	Brian Chatwin	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Operations Production Control	Christie Burnham	14 0	0 0	14 0
		Assigned to Individual Total	14 0	0 0	14 0
	Rural Central Desktop Support	Jeremy Standifird	1 0	0 0	1 0

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Community and Culture

			Low	Medium	MR Total
Community and Culture	Rural Central Desktop Support	Assigned to Individual Total	1 0	0 0	1 0
	Rural North Desktop Support	Neil Smedley	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Rural South Desktop Support	Ryan Bennett	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Kelly Johnson	1 0	0 0	1 0
		Romanza Hamblin Sorensen	8 0	1 0	9 0
		Assigned to Individual Total	9 0	1 0	10 0
	Assigned Group Total		145 2	1 0	146 2
Customer Company Total			145 2	1 0	146 2

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Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Community and Culture	Application Services	Bart Purser	1 3.62	0 0.00	1 3.62
		Dustin Crump	2 0.46	0 0.00	2 0.46
		Tony Larsen	2 0.66	0 0.00	2 0.66
		Assigned to Individual Total	5 1.17	0 0.00	5 1.17
	Campus Networking	Charmaine Malan	2 1.77	0 0.00	2 1.77
		Assigned to Individual Total	2 1.77	0 0.00	2 1.77
	Help Desk	Brenda Treadway	3 0.08	0 0.00	3 0.08
		Vicky Marrelli	1 0.43	0 0.00	1 0.43
		Assigned to Individual Total	4 0.17	0 0.00	4 0.17
	Metro A Desktop Support	Adam Staks	1 2.42	0 0.00	1 2.42
		Burton Brown	6 0.52	0 0.00	6 0.52

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Community and Culture

			Low	Medium	ATTR Total
Community and Culture	Metro A Desktop Support	Edward Fortner	4 0.61	0 0.00	4 0.61
		Kraig Ellis	11 0.47	0 0.00	11 0.47
		Mike Wilde	9 1.00	0 0.00	9 1.00
		Robert Wall	2 0.13	0 0.00	2 0.13
		Tracy VanderVaart	1 0.39	0 0.00	1 0.39
		Assigned to Individual Total	34 0.67	0 0.00	34 0.67
	Metro A Help Desk	Cindy Schroeder	23 0.43	0 0.00	23 0.43
		Ed Conrad	22 0.12	0 0.00	22 0.12
		Liz Evans	12 0.13	0 0.00	12 0.13
		Assigned to Individual Total	57 0.25	0 0.00	57 0.25
	Metro A Hosting	Keith Scholl	2 8.29	0 0.00	2 8.29
		Thomas P Jones	1 9.46	0 0.00	1 9.46
		Assigned to Individual Total	3 8.68	0 0.00	3 8.68
	Metro B Desktop Support	Anthony Booyse	1 1.01	0 0.00	1 1.01

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			Low	Medium	ATTR Total
Community and Culture	Metro B Desktop Support	Jay Locker	1 0.55	0 0.00	1 0.55
		Ken Bolkcom	1 4.00	0 0.00	1 4.00
		Matthew Blunk	2 0.20	0 0.00	2 0.20
		Michael Barth	2 0.96	0 0.00	2 0.96
		Tyler Pearce	2 1.65	0 0.00	2 1.65
		Wayne Higgs	1 1.62	0 0.00	1 1.62
		Assigned to Individual Total	10 1.26	0 0.00	10 1.26
	Metro B Help Desk	Janet Hongsyvilay	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Network Operations	Brian Chatwin	1 4.85	0 0.00	1 4.85
		Assigned to Individual Total	1 4.85	0 0.00	1 4.85
	Operations Production Control	Christie Burnham	14 0.00	0 0.00	14 0.00
		Assigned to Individual Total	14 0.00	0 0.00	14 0.00
	Rural Central Desktop Support	Jeremy Standifird	1 0.98	0 0.00	1 0.98

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Community and Culture

			Low	Medium	ATTR Total
Community and Culture	Rural Central Desktop Support	Assigned to Individual Total	1 0.98	0 0.00	1 0.98
	Rural North Desktop Support	Neil Smedley	2 0.33	0 0.00	2 0.33
		Assigned to Individual Total	2 0.33	0 0.00	2 0.33
	Rural South Desktop Support	Ryan Bennett	1 1.43	0 0.00	1 1.43
		Assigned to Individual Total	1 1.43	0 0.00	1 1.43
	Voice Operations	Kelly Johnson	1 0.80	0 0.00	1 0.80
		Romanza Hamblin Sorensen	8 0.53	1 0.26	9 0.50
		Assigned to Individual Total	9 0.56	1 0.26	10 0.53
	Assigned Group Total		144 0.70	1 0.26	145 0.69
Customer Company Total			144 0.70	1 0.26	145 0.69

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Community and Culture

Detail

INC000000470031	Pat Tompkins	Application	Error	None		TIR Missed: No	0.12
	Rural South Desktop Support	Ryan Bennett	Community and Culture	Low	Closed	TTR Missed: No	1.43
INC000000470060	Jeffery Fullmer	PC/Laptop	Error	None		TIR Missed: No	0.31
	Rural North Desktop Support	Neil Smedley	Community and Culture	Low	Closed	TTR Missed: No	0.36
INC000000470101	Stephanie Bourdeaux	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.93
INC000000470556	Katherine Smith	PC/Laptop	Error	None		TIR Missed: Yes	9.46
	Metro A Hosting	Thomas P Jones	Community and Culture	Low	Closed	TTR Missed: Yes	9.46
INC000000470701	Keith Burnett	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.57
INC000000470705	Mary Jacobs	Application	Error	Novell Messenger		TIR Missed: No	0.14
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	0.66
INC000000470864	Jean Irwin	Application	None	Novell GroupWise		TIR Missed: No	0.55
	Application Services	Tony Larsen	Community and Culture	Low	Closed	TTR Missed: No	0.55
INC000000470924	Kristen Rogers-Iversen	Telecom	None	None		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Medium	Closed	TTR Missed: No	0.26
INC000000470988	Roxann Rose	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.04
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low	Closed	TTR Missed: No	2.01
INC000000471196	Leah Piccolo	Application	Error	Employee Gateway		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.63
INC000000471362	Bruce L Young	Network	None	None		TIR Missed: No	0.19
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.20
INC000000471411	Gordon Walker	Mobile Devices	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000471618	Mary Ellen Martinez	Application	None	Proofpoint Email Security		TIR Missed: No	0.77
	Application Services	Tony Larsen	Community and Culture	Low	Closed	TTR Missed: No	0.77
INC000000472486	Jess Peterson	Application	Error	Microsoft Excel		TIR Missed: No	0.63
	Metro A Desktop Support	Adam Staks	Community and Culture	Low	Closed	TTR Missed: No	2.42
INC000000472601	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000473190	Stephanie Bourdeaux	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.15

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INC000000473294	Lisa F Nelson	None	None	None		TIR Missed: No	0.63
	Campus Networking	Charmaine Malan	Community and Culture	Low	Closed	TTR Missed: No	3.31
INC000000473334	Melissa Ferguson	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.33
INC000000473338	Becky Lopshire	None	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Anthony Booyse	Community and Culture	Low	Closed	TTR Missed: N/A	
INC000000473415	Stephanie Bourdeaux	Application	Error	None		TIR Missed: No	0.24
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	1.41
INC000000473595	Kathy Kirtz	None	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	0.18
INC000000473939	Katherine Smith	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	3.60
INC000000474059	Eva Salazar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000474188	Kathy Kirtz	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.20
INC000000474254	Eva Salazar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.29
INC000000474289	Stephanie Bourdeaux	Network	Performance	None		TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.12
INC000000474354	Rhonda Wilkinson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low	Closed	TTR Missed: No	1.32
INC000000474425	Pema Chagzoetsang	PC/Laptop	Performance	None		TIR Missed: No	0.27
	Metro A Desktop Support	Edward Fortner	Community and Culture	Low	Closed	TTR Missed: No	0.80
INC000000474666	Kathy Kirtz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000474836	Geoffrey Fattah	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Metro A Desktop Support	Robert Wall	Community and Culture	Low	Closed	TTR Missed: No	0.10
INC000000475091	Eva Salazar	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000475092	Eva Salazar	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000475093	Eva Salazar	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00

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INC000000475094	Eva Salazar	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000475333	Kelly K Anderson	Application	Password	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000475678	Sheryl Featherstone	Application	Error	Contribute		TIR Missed: No	0.10
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.42
INC000000476544	Eva Salazar	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000476635	Debbie Reese	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Closed	TTR Missed: No	0.27
INC000000476640	Julie Tuimauga	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	1.17
INC000000476956	Bradley Carpenter	PC/Laptop	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000477096	Ronald Van Harten	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000477146	Ronald Van Harten	Network	Error	None		TIR Missed: No	0.00
	Campus Networking	Charmaine Malan	Community and Culture	Low	Resolved	TTR Missed: No	0.24
INC000000477227	Debbie Dahl	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000477373	Ashley Tolman	Telecom	None	Telephone		TIR Missed: No	0.34
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low	Closed	TTR Missed: No	0.65
INC000000477582	Mary Jacobs	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low	Closed	TTR Missed: No	0.42
INC000000477677	Michael Sweeney	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000477738	Lani Nisbet	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.00
INC000000478051	Wilson Martin	Network	Incident	None		TIR Missed: No	0.17
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	0.54
INC000000478119	Barbara Murphy	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Closed	TTR Missed: No	0.34
INC000000478192	Sarah Pitkin	None	None	None		TIR Missed: No	0.10
	Metro A Hosting	Keith Scholl	Community and Culture	Low	Resolved	TTR Missed: Yes	10.95

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INC000000478777	Linda Roholt	Application	Error	Novell GroupWise	TIR Missed: No	0.28
	Application Services	Bart Purser	Community and Culture	Low Closed	TTR Missed: No	3.62
INC000000478809	Amanda Rock	Network	Virus	None	TIR Missed: No	0.15
	Metro A Desktop Support	Robert Wall	Community and Culture	Low Closed	TTR Missed: No	0.16
INC000000478843	Mary Jacobs	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low Closed	TTR Missed: No	0.31
INC000000479043	Mary Jacobs	Telecom	Voice Mail	Telephone	TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low Closed	TTR Missed: No	0.20
INC000000479139	Lani Nisbet	Network	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Closed	TTR Missed: No	0.04
INC000000479466	Sanobi Johnson	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low Resolved	TTR Missed: No	
INC000000479769	Kathy Kirtz	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low Closed	TTR Missed: No	0.00
INC000000479817	Julie A Anderson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low Closed	TTR Missed: No	0.39
INC000000479855	Kirsten Darrington	PC/Laptop	Password	None	TIR Missed: No	0.16
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low Closed	TTR Missed: No	1.79
INC000000479890	Lloyd Pendleton	Telecom	Call/Receive	None	TIR Missed: No	0.23
	Voice Operations	Kelly Johnson	Community and Culture	Low Resolved	TTR Missed: No	0.80
INC000000480006	Janice Reed-Campbell	None	None	None	TIR Missed: No	0.44
	Metro A Desktop Support	Burton Brown	Community and Culture	Low Closed	TTR Missed: No	0.51
INC000000480055	Amanda McDonald	Application	Password	Novell GroupWise	TIR Missed: No	0.21
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low Resolved	TTR Missed: No	0.37
INC000000480362	Craig Fuller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000480488	Mary Ellen Martinez	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000480519	Cory Jensen	Application	Error	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Resolved	TTR Missed: No	0.15
INC000000480693	Kristen Rogers-Iversen	Application	None	Proofpoint Email Security	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low Resolved	TTR Missed: No	
INC000000480697	Alycia Aldrich	Application	None	Proofpoint Email Security	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low Resolved	TTR Missed: No	

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INC000000480991	Craig Fuller	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000481431	Roxann Rose	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000481634	Stephanie Bourdeaux	Application	Error	Novell Messenger	TIR Missed: No	0.15
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low Resolved	TTR Missed: No	3.80
INC000000481647	Darci Card	None	None	None	TIR Missed: No	0.12
	Metro A Hosting	Keith Scholl	Community and Culture	Low Resolved	TTR Missed: No	5.62
INC000000481937	Eva Salazar	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000481939	Eva Salazar	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000481940	Eva Salazar	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000481941	Eva Salazar	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000481943	Eva Salazar	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000482292	Katherine Smith	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000482378	Kent Powell	PC/Laptop	Performance	None	TIR Missed: No	0.14
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low Resolved	TTR Missed: No	0.63
INC000000482491	Joanne Taylor	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Community and Culture	Low Resolved	TTR Missed: No	0.98
INC000000482550	Sheryl Featherstone	PC/Laptop	Performance	None	TIR Missed: No	0.25
	Help Desk	Brenda Treadway	Community and Culture	Low Resolved	TTR Missed: No	0.25
INC000000482575	Stephanie Bourdeaux	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000482593	Sheryl Featherstone	Network	Incident	None	TIR Missed: No	0.24
	Metro A Desktop Support	Edward Fortner	Community and Culture	Low Resolved	TTR Missed: No	0.25
INC000000482682	Julie Iosefa	None	None	None	TIR Missed: No	0.12
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low Resolved	TTR Missed: No	0.71
INC000000482729	Lisa F Nelson	None	None	None	TIR Missed: No	0.68
	Metro B Desktop Support	Ken Bolcom	Community and Culture	Low Resolved	TTR Missed: No	4.00

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INC000000482779	Amanda Rock	None	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Tyler Pearce	Community and Culture	Low	Resolved	TTR Missed: No	0.83
INC000000483233	Rachelle Brown	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.01
INC000000483256	Candace Powers	PC/Laptop	Performance	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.10
INC000000483282	Brian Richards	Application	Reporting	Novell GroupWise		TIR Missed: No	0.03
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	0.12
INC000000483321	Shad West	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.16
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	0.16
INC000000483352	Deb A Miller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000483356	Sara Wever	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Community and Culture	Low	Resolved	TTR Missed: No	1.62
INC000000483366	Patrick London	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000483460	Kimberley Schmeling	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	0.05
INC000000483472	Sanobi Johnson	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Edward Fortner	Community and Culture	Low	Resolved	TTR Missed: No	0.87
INC000000483508	Lynette Lloyd	Telecom	Call/Receive	Telephone		TIR Missed: No	0.04
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low	Resolved	TTR Missed: No	0.04
INC000000483561	Margaret Hunt	PC/Laptop	Performance	None		TIR Missed: No	0.16
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	0.16
INC000000483635	Rosalinda Tsosie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000483730	Julie A Fisher	None	None	None		TIR Missed: No	0.07
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	0.07
INC000000483731	Kelly K Anderson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved	TTR Missed: No	0.02
INC000000483964	Katherine Smith	Network	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000484028	Mary Jacobs	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	0.00

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INC000000484129	Margaret Hunt Metro A Help Desk	Application Cindy Schroeder	Password Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.19 1.43
INC000000484174	Jess Peterson Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.30 0.59
INC000000484214	Lynette Lloyd Metro A Help Desk	Application Cindy Schroeder	Error Community and Culture	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000484229	Cory Jensen Metro A Help Desk	None Liz Evans	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000484232	Ashley Tolman Metro A Help Desk	Application Cindy Schroeder	Error Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000484368	Margaret Hunt Help Desk	Application Vicky Marrelli	Error Community and Culture	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.21 0.43
INC000000484435	Ronald Van Harten Metro A Help Desk	None Liz Evans	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000484474	Cheryl Brown Metro A Help Desk	Network Ed Conrad	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000484644	Jeffery Fullmer Rural North Desktop Support	None Neil Smedley	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.29
INC000000484995	Sheryl Featherstone Metro A Help Desk	Network Cindy Schroeder	Incident Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.29 0.31
INC000000485039	Bradley Carpenter Metro A Desktop Support	Network Edward Fortner	Error Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.10 0.51
INC000000485110	Vince Silas Metro A Help Desk	Application Ed Conrad	None Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000485197	Amanda McDonald Metro B Desktop Support	PC/Laptop Tyler Pearce	Error Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.14 2.47
INC000000485201	Amanda Rock Metro A Help Desk	Application Ed Conrad	None Community and Culture	Novell GroupWise 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000485358	Debbie Reese Metro B Desktop Support	None Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.80
INC000000485493	Steven Fox Metro A Help Desk	Network Cindy Schroeder	Error Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000485538	Kathy Kirtz Metro A Help Desk	Application Ed Conrad	None Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000485774	Cheryl Brown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.13
INC000000485976	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000485990	Kathy Kirtz	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	0.10
INC000000486041	Liz H Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Community and Culture	Low	Resolved	TTR Missed: No	0.38
INC000000486042	David Pace	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.79
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	2.94
INC000000486078	George Schoemaker	None	None	Gmail		TIR Missed: No	0.56
	Application Services	Dustin Crump	Community and Culture	Low	Resolved	TTR Missed: No	0.92
INC000000486105	Gordon Walker	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.25
INC000000486113	Cheryl Brown	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	0.25
INC000000486137	Samantha Eldridge	Application	Error	Adobe Contribute		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.88
INC000000486195	David Valentine	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.20
	Metro B Desktop Support	Jay Locker	Community and Culture	Low	Resolved	TTR Missed: No	0.55
INC000000486663	Douglas Lee	PC/Laptop	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	0.21
INC000000486671	Alyssa Grove	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000486879	Claudia Borjas	Network	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low	Resolved	TTR Missed: No	0.16
INC000000486921	Donna Morris	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	1.13
INC000000487083	Alycia Aldrich	None	None	None		TIR Missed: No	0.42
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low	Resolved	TTR Missed: No	0.51
INC000000487349	Mary Jacobs	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low	Resolved	TTR Missed: No	0.00
INC000000487399	Cheryl Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: No	0.00

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INC000000487488	Lani Nisbet	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000487530	Alyssa Grove	None	None	None	TIR Missed: No	0.11
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low Resolved	TTR Missed: No	0.34
INC000000487696	Rachelle Brown	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Community and Culture	Low Resolved	TTR Missed: No	0.39
INC000000487754	Eva Salazar	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000487758	Eva Salazar	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low Resolved	TTR Missed: No	0.00
INC000000487970	Jen Parsons-Soran	Network	Error	None	TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Community and Culture	Low Resolved	TTR Missed: No	4.85
INC000000488006	Kathy Kirtz	Telecom	Call/Receive	Telephone	TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Community and Culture	Low Resolved	TTR Missed: No	0.70
INC000000488057	Brian Richards	Application	Error	None	TIR Missed: No	0.68
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low Resolved	TTR Missed: No	1.15
INC000000488252	Julie Tuimauga	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Community and Culture	Low Resolved	TTR Missed: No	0.08
INC000000488325	Kathy Kirtz	PC/Laptop	None	None	TIR Missed: No	0.13
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low Resolved	TTR Missed: No	0.13
INC000000488458	David Pace	None	None	None	TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Community and Culture	Low Resolved	TTR Missed: No	0.56